

# 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 our work to improve your area.  
**Merry Christmas from everyone at Thirteen!**

## Talk to your Neighbourhood Co-ordinator



In fact, for anything to do with your home, tenancy or neighbourhood, talk to your neighbourhood co-ordinator who will give you all the help and support you need.

So if you're worried about your rent, thinking about moving home or have a home repair that needs to be tackled, talk to us.

### More than homes

At Thirteen, we offer people more than just a home to live in. We support you in your life and can help you with a range of problems you might face in your home. Your neighbourhood co-ordinator can help you to:

- deal with benefits and money issues
- help if you're thinking about moving home
- advise and support you to find a job or training
- help to improve the condition of your neighbourhood.

You can find your co-ordinator's contact details below – please feel free to talk to us!

For more about your neighbourhood co-ordinator visit [www.thirteengroup.co.uk/FindOutAbout](http://www.thirteengroup.co.uk/FindOutAbout)

Looking for a bigger or a smaller home? **Talk to us.**  
Problems with money? **Talk to us.** Spot any issues in your neighbourhood? **Talk to us.**

## Christmas opening times

Over Christmas, our offices and contact centre will close from 12noon on 24 December, opening again on 2 January. For emergencies, please call **0300 111 1000**. We also have advice to keep you warm and well this winter. For more information, visit [www.thirteengroup.co.uk/warmwinter](http://www.thirteengroup.co.uk/warmwinter)

## Talk to us and win

This is the fourth edition of Thirteen's neighbourhood update for customers and we'd like your help to find out what people think about the newsletter. Please visit the website and answer a few simple questions to give your views. As a thank you, you'll be entered into a draw to **win £50 shopping vouchers**.

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

## Your neighbourhood co-ordinator

The neighbourhood co-ordinator for your area is **Sarah Whitehead**. You can get in touch to discuss the full range of issues about your home, tenancy or neighbourhood on:

- Email: [sarah.whitehead@thirteengroup.co.uk](mailto:sarah.whitehead@thirteengroup.co.uk)
- Phone: **0300 111 1000**
- **For details of neighbourhood walkabouts in your area, please contact Sarah.**

You can also find out all sorts of information to help you manage your home and tenancy at: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk), [facebook.com/ThirteenGroup](https://facebook.com/ThirteenGroup) and [twitter.com/Thirteen\\_Group](https://twitter.com/Thirteen_Group)

# Your neighbourhood

## Property updates in the area

We have been continuing to work hard to improve customers' homes and develop new properties in the Middlesbrough area.

As part of this work, in the past few months we have:

- started to develop affordable new homes in the **Grove Hill** area. The two, three and four-bedroomed homes will provide homes for low-cost rent and shared ownership, where people can buy a percentage of a new home. The 92 properties will provide much-needed homes for people in Middlesbrough and are expected to be available from spring 2019.
- worked to refurbish one of Thirteen's independent living schemes in **Pallister Park**. Residents at Bellamy Court are enjoying a new outdoor space and refurbished

communal areas at the scheme. The work transformed an un-used conservatory into a much-needed tranquil outdoor seating area and created a new refurbished communal entrance and modern lounge.

- continued to refurbish properties in **North Ormesby** with work due to complete in early 2019. These two-bedroom homes will be for affordable rent.
- we're looking to start on-site at our **Roworth Road** new-build scheme in March 2019.

The work to improve homes in the area is part of Thirteen's £31million investment programme to improve customer homes to help them meet modern living standards.

Our home building programme in Middlesbrough is part of our plans to build 2,000 new affordable homes across the Tees Valley and beyond over the next few years.

## Clean sweep in your neighbourhood

We launched a new campaign earlier this year to improve the environment in our communities.

The 'clean sweep' campaign is tidying up estates that have the highest levels of environmental issues. Look out for our teams who are going onto estates to tackle issues such as path and road cleaning, weed removal, fence repairs, grass cutting, hedge trimming and removing fly tipping.



## Flash your trash

Over the past few months, we have been working on estates throughout Middlesbrough to help keep neighbourhoods clean and tidy.

Our 'flash your trash' events involved staff visiting to remove larger items of rubbish – like furniture or fridges – to keep front gardens and estates looking their best.

For example, an event in Hemlington helped us to collect over 7.5 tonnes of household waste, including 20 pieces of furniture, 17 mattresses, seven fridge freezers and one TV. Our road sweeper also cleared 1.5 tonnes of waste.

Events like this also help reduce incidents of fly-tipping and in the run-up to fireworks night, illegal bonfires in our neighbourhoods.

## Universal Credit help

As Universal Credit is rolled out in Middlesbrough, we're offering help to customers who are struggling with the benefit or any other money matters.

Claiming Universal Credit can be difficult for some people and we can support and advise customers who are going through the process. Customers can find more details and also get advice about benefits and fuel costs this winter, by

contacting our Money Advice Team at:

- tel: 0300 111 1000
- email: [customerservices@thirteengroup.co.uk](mailto:customerservices@thirteengroup.co.uk)

Your neighbourhood co-ordinator can also offer advice so talk to them if you need any help.



## Updated self-service website

As part of our work to improve services for customers, we've upgraded our self-service website. The new site helps you to do all sorts of things online. You can:

- request a repair on your home
- view your rent account and pay online
- view and update your tenancy details
- report anti-social behaviour
- contact us for anything to do with your home.

After registering for the self-service website, you can do all of these things and more 24 hours a day, seven days a week. Just click [www.thirteengroup.co.uk/SelfService](http://www.thirteengroup.co.uk/SelfService)