

# 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



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.

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.**

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.

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)

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

- Email: [joyce.dixon@thirteengroup.co.uk](mailto:joyce.dixon@thirteengroup.co.uk)
- Phone: **07725 765 198**
- Attend your neighbourhood walkabout at: **Hardwick Community Centre at 10am on 16 January 2019.**

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)

## Touch Point opening

We're developing a new customer location, known as our Touch Point, that will make it easier for you to visit and talk to us about anything to do with your home. We've listened to customers' comments and appreciate the key role we have to play in our communities. Our Touch Point, which will open on Stockton High Street near to the current Marks and Spencer in the New Year, will give you the chance to:

- speak with staff so we can help you
- get online using tablets or PCs
- engage with us so we can continue to deliver services that are useful for you.

The Touch Point hub will be a modern, open space where customers will be free to use the wide range of facilities. There'll be social spaces where customers can talk to us



about anything to do with their home or any other Thirteen product or service. There'll also be areas that customers can use for private discussions.

You'll even be able to bring the kids and the family dog if you want to!

Keep an eye on the website or Facebook and Twitter pages for more details.

## Developing properties in the area

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

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

- replaced roofs in around 300 homes in the **Primrose Hill** area of Stockton. We renewed existing roof coverings to improve the appearance of the homes and make sure they're wind and water tight for years to come.
- replaced more than 120 roofs for residents in **Thornaby**. The work includes chimney re-pointing to ensure the homes are wind and watertight, and improving ventilation to reduce condensation and mould. The work is due for completion this December.
- started work on the next phase of Thirteen's new housing scheme at **West End Gardens** in Stockton. A popular

development just off Dovecot Street in the town centre, it offers homes for affordable rent which feature dining or breakfasting kitchens, off-street parking and fully-fitted family bathrooms.

- started work at our Witham House, **Eaglescliffe** scheme, which includes seven 2-bedroom bungalows for shared ownership due for completion by October 2019.
- continued work at **Queensgate** on homes for both affordable rent and shared ownership.

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 Stockton is part of our plans to build 2,000 new affordable homes across the Tees Valley and beyond over the next few years.

## Universal Credit help

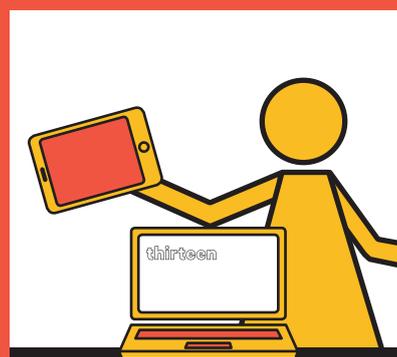
As Universal Credit is rolled out in Stockton, we're offering help to customers who are struggling with the benefit or any other money matters.

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

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)