



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



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.

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**

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**

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**



Your neighbourhood co-ordinator

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

- email: jane.slater@thirteengroup.co.uk • phone: 07876 137 323
- attend your neighbourhood walkabout at: 1 March Court, Whitby, 10.30am, 30 January 2019; St Hildas Court, Whitby, 9.30am, 30 January 2019

You can also find out all sorts of information to help you manage your home and tenancy at: **www.thirteengroup.co.uk**; **[facebook.com/ThirteenGroup](https://www.facebook.com/ThirteenGroup)**; **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 North East.

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

- continued with our scheme to develop new homes at Chancel Meadows in **Whitby**. The development of two, three and four-bedroom homes are available to buy outright, for affordable rent or shared ownership.
- agreed to buy 13 homes at Galley Hill in **Guisborough** for shared ownership and affordable rent, and another two properties at Morley Carr Farm in **Yarm** for shared ownership.
- continued on our development of new homes at Marske Road in **Saltburn** for six 2-bedroom houses for affordable rent.
- continued to build homes on our development at Stobhill in **Morpeth**, which is a mixture of apartments and houses.

- completed work at an independent living scheme at Gresley Court in **Saltburn** to convert the old warden's flat into a two bedroom house and upgrade the electrics to create charging points for the residents' mobility scooters.

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 is part of our plans to build 2,000 new affordable homes across the region over the next few years.



Money and benefits help

We offer help to customers who are struggling with benefits or money problems, including issues with Universal Credit. Customers who want help with benefits or any other money matters can talk to us.

We can support and advise customers who are facing any issues and also support you to get help from other organisations. 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**

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



Green heating in Whitby

People living at St Hilda's Court in Whitby have had the latest high-tech air source heat pumps installed to provide their homes with green heating and hot water.

The environmentally friendly alternatives to traditional boilers were installed in 16 homes in the town, helping customers to cut fuel costs and reduce carbon dioxide emissions from their heating systems.

Air source heat pumps work by extracting the heat from the air outside the building and pumping it through a heat exchanger to provide up to 30% renewable heat. The technology means that there was no need to lay pipes to supply gas to the homes.



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**

