



thirteen

Managing and building homes

Impact of Thirteen's services in Darlington

April 17 to March 18

Thirteen at-a-glance

Thirteen manages almost 34,000 homes across the North East and North Yorkshire and the range of services that we provide has a far-reaching impact for tenants, customers and the wider community across our area.

This booklet provides some important information about these impacts and demonstrates how we are performing in these areas. The performance information in this booklet also helps us to make changes to the way we work and improve the services we offer to customers.

The figures cover the year from April 2017 to March 2018 and give you details about some of the impacts that Thirteen has in Darlington.

We also have more information about performance and Thirteen's impact in the area on our website at www.thirteengroup.co.uk/aboutus.

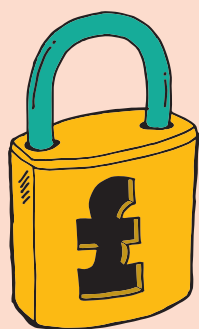
We manage just under



We reach out to more than



customers



£350m

of additional security
with our lenders

Over

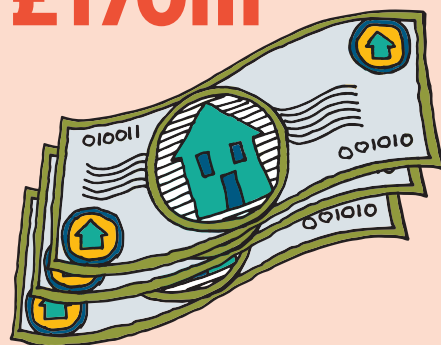
£217m

to be invested in
our properties



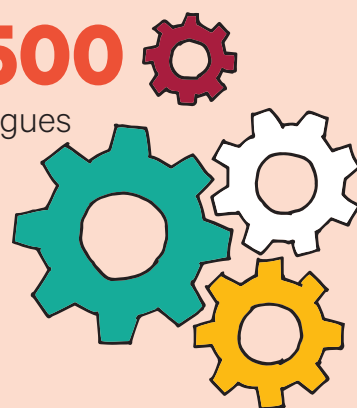
Turnover of more than

£170m



1,500

colleagues



creating over

2,000

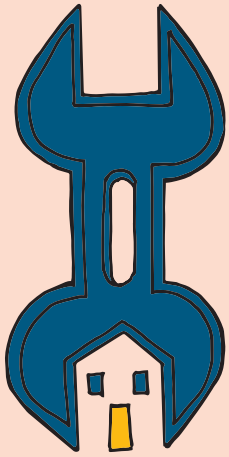
homes



Asset base of

£1bn





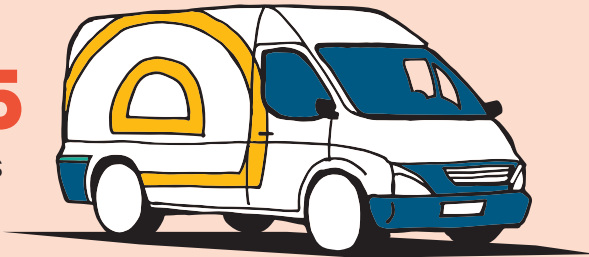
On course to deliver
151,000
repairs
this year



£48m

into the Tees Valley economy last year through spending on staff and suppliers

365
Vehicles



£150,000

of support for projects run by community groups



£5.6m

gained for customers by our money advice services



Found jobs, employment or training for more than
250
young people

Additional services help more than

7,500 people



Care and support services help almost

1,500 people,
giving
29,000 hours



We complete more than
2,500
major and minor adaptations a year

£20m of our spending with suppliers supports Tees Valley businesses



Investment in homes across Darlington

Throughout 2017-18, we carried out £513,800 of improvements to homes throughout Darlington.

Over the next five years, we'll be continuing to invest in improving existing homes and to develop new properties in the North East and North Yorkshire. As part of this, we'll be spending millions in different areas to keep existing homes and grounds up-to-date. You can see the work we carried out in Darlington throughout 2017-18:



30 boilers installed

85 new kitchens installed

1 window installation

50 new bathrooms installed

42 door installation

Repairs in tenants' homes

We are responsible for carrying out a range of repairs in our customers' homes to ensure they are kept in a 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.

Thirteen implemented a new repairs system in September 2017 which has helped to better allocate repairs jobs, ensure a better service for customers and increase customer satisfaction.

Across the Tees Valley:

86,129

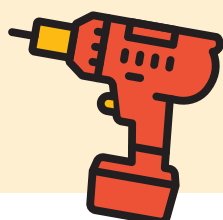
repairs completed (since October 17)

97.79%

repairs completed on the first visit (since September 17)

9.6 out of 10

for customer satisfaction with repairs service provided



Customer satisfaction with services

Customer satisfaction is one of the major factors that provides Thirteen with a focus for its services.

The satisfaction levels among customers gives us a good indication as to the effectiveness of the services we provide and also where we need to make improvements.

We listen carefully to what customers tell us through a number of surveys that we carry out with them.



Across the Tees Valley:

9 out of 10

customers said they are happy with the quality of their home

Our customers rated their satisfaction with our gas services at

9.5 out of 10

9 out of 10

customers said that their rent provides value for money

Over 85%

of our customers would recommend us to others, although we're working to improve this even further.

Improving Neighbourhood Services across Darlington

Since the end of 2017, Thirteen has been working to bring about a fundamental change to the operating model for the way we work within our communities.

Tenants and customers told us that they wanted our staff to be more visible in neighbourhoods, helping them to deal with the issues they face on a day-to-day basis.

To help us do this, we're adopting an operating model to put neighbourhoods at the heart of our business.

12

estate inspections carried out in Darlington neighbourhoods

38

new tenants visited within four weeks of starting their tenancy in Darlington

38

new tenants contacted within 24 hours of starting their tenancy in Darlington



Care and support

Working in communities across the area, we provide services to meet the needs of vulnerable people to support them to make changes and improve their quality of life.

We support a wide range of people who face challenges in their lives and provide services for homeless people, ex-offenders, people with mental health issues, people recovering from substance misuse, families, women and young people.

We've been developing and delivering support services for over 30 years and we're always working with our service users and partners to develop our range of services to meet specific needs.

359 referrals to tenancy support services across the Tees Valley



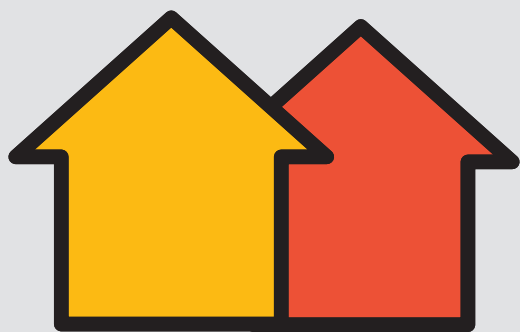
Developing new homes in Darlington

Over the year, we have developed new affordable homes for people across Darlington.

This includes the new Westbeck development at Alderman Leach, as well as providing homes for shared ownership.

The development of new homes supports the regeneration of the Darlington area and the wider area and helps more people to access affordable rents in the area.

18 new affordable homes at Redhall as part of the Healthy Towns initiative



Many new homes are in our development pipeline across the region, with **400** new affordable homes to be built each year.

Supported living in Darlington

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

Accommodation and support is flexible and tailored to suit customer requirements.

Schemes also provide customers with privacy while offering the chance to retain an active social life and remain in the heart of the community.

The supported living services help to sustain tenancies, reduce social isolation, promote wellbeing and reduce the impact on adult social care and health services.

7 major aids and adaptations projects in people's homes in Darlington

67 minor aids and adaptations in Darlington

£38,000

spent on home adaptations in Darlington to help tenants remain in their homes



Our Thirteen philosophy

Our Thirteen philosophy captures our strategy to build a stronger business with five component parts:

1 Our mission – why we are here

We provide homes, support and opportunities to grow.

2 Our vision

We are a caring landlord and housing developer. We're for anyone who needs a home and maybe a little help to get it. We're about investing in neighbourhoods and making a major contribution to the regeneration of the Tees Valley.

3 Our priorities

1. Delivering great customer service
2. Growing our business as a social entrepreneur
3. Contributing to regenerating the Tees Valley
4. Being Team Thirteen – high performing, collaborative and efficient

4 Our geographic focus

Our new affordable housing development work will focus on the Tees Valley. We will consider developments and services outside of the Tees Valley if it covers costs and generates profit. On the whole, we will not seek to be the landlord of properties beyond our core operating area of the Tees Valley.

5 Our values

- Considerate
- Smart
- Progressive



In a world where life can be a challenge for some people, we are a caring landlord and housing developer. We're for anyone who needs a home and maybe a little extra help to get it. We're against inequalities that limit our potential.

We value empathy, flexibility and reliability, provide homes, support and opportunities to grow and we promise a home for your life.

The homes and support services that Thirteen provides are just the beginning.

They provide the foundation from which to develop. A place to grow independence. Somewhere to begin a family. The security to enjoy retirement. The opportunities are limitless.

Work with us...

As well as always improving what we do, we're growing. Growing our business to provide more affordable homes; homes for market sale, delivering regeneration projects and providing accommodation with care services.

But we're not a business that just wants to work alone. We can provide services on behalf of your organisation. Our skilled colleagues and committed board directors all work tirelessly to support over 70,000 tenants and customers, bringing a breadth of experience and a can-do attitude.

All this in an organisation of size and scale and in a strong financial position, but that still remains locally responsive.

At Thirteen, we're a willing partner – so just get in touch if you'd like to work with us.



Contact us

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