

thirteen

Online services 24/7

Thirteen's self service website is available for tenants to carry out a range of tasks 24 hours a day, 7 days a week.

The site allows tenants to do things such as:

- request a repair on your home
- view rent accounts
- view and update personal information
- report anti-social behaviour
- view details about your tenancy and tell us about changes to your household
- send us compliments, comments and complaints
- contact us for anything to do with your home.

The site is easy to use and available for you to carry out tasks whenever and wherever you want.

To access the site:

- search the web for **'Thirteen self service'**
- visit <https://selfservice.thirteengroup.co.uk>
- scan the **QR code** with your smartphone.



See overleaf for details of how to log onto the self service website.

Logging onto the site

To use the site for the first time, you need to register your details.

To do this, you should:

- have a note of your email address
- find your tenancy number or owner account number (you can find your number on rent letters or statements we've sent you or ask our staff to add your number below)
- visit the website at **https://selfservice.thirteengroup.co.uk**
- click on '**New User**'
- complete the form
- click '**Register**'.

Once you register, your details will come to one of our advisers who will email you with a verification code. You can then use your email address and verification code to log-on and start using the self-service website.

If you have any problems, we've produced a user guide to help. Simply visit the site, click on '**About Us**' and download the user guide from this page.



For more details, contact us at:

- email: customerservices@thirteengroup.co.uk
- web: www.thirteengroup.co.uk/selfservice

 ThirteenGroup

 @Thirteen_Group

Your account number is:

Partners in the Thirteen Group

thirteen
Care and Support

 **Erimus
Housing**

 **Housing
Hartlepool**

 **Tees Valley
Housing**

 **Tristar
Homes**