

Your neighbourhood

Get online to access customer services

Thirteen has recently introduced a self-service website for customers.

The website helps tenants to carry out a range of tasks 24 hours a day, 7 days a week without the need to visit one of our offices or call us on the phone.

It's a really useful system so we're encouraging customers to sign up and make the best use of the services available.

The site allows customers to:

- request a home repair
- view rent accounts
- pay your rent online

- update personal information
- send compliments, comments and complaints
- tell us about a range of issues to do with your home or tenancy.

We have a useful video on the website that gives you more information about the self-service site. You can also find out about how to register and use the site for the first time.

For more details, visit www.thirteengroup.co.uk/SelfService. Alternatively you can contact us on **0300 111 1000** for more details.

Neighbourhood walkabouts

Mark Rochester, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Mark carries out walkabouts on your estate, and you're welcome to join in.

The walkabouts, also known as estate inspections, involve walking around the areas where our homes are located and identifying issues that might need to be addressed.

The dates, times and meeting places of walkabouts in your area are:

Area	Time	Meeting point	Dates
Oval Grange	2.00pm	Entrance of Oval Grange	3 January and 28 March 2018

Please come along and tell us what you think about your neighbourhood. If you can't make it to one of the walkabouts and there's something you'd like us to look at, please contact your neighbourhood officer using the details below.

Tackling issues on estates

During some recent estate walkabouts, we identified that some of the bushes and hedges in our area needed some attention. They had become overgrown during the summer months and were beginning to look untidy.

We reported these issues to our grounds maintenance team and you should see a change over the next coming weeks as part of winter maintenance work.

You might also notice that signage around Oval Grange has been updated, with old Tees Valley signage being removed. If you spot any signs that we might have missed, please let me know.

Two-bedroom homes

As you might know, due to government reforms of the benefits system, two-bedroom properties have become harder for us to let. This is because many people now don't fit the criteria for the full housing costs within Universal Credit.

However, we currently don't have any two-bedroom properties vacant in Oval Grange as customers have taken up the chance to live in homes across the area. Thank you to all of our customers and welcome to any new tenants who have moved into the area.

Get in touch

If you'd like more information about anything in this update or if you have any issues you'd like to discuss about your neighbourhood, please contact Mark at:

- email: mark.rochester@thirteengroup.co.uk
- tel: **0300 111 1000** or **07422 072 598**

Alternatively, visit the website for information about Thirteen or the self-service site to contact us:

- website: www.thirteengroup.co.uk
- self-service: www.thirteengroup.co.uk/SelfService