

Your neighbourhood

Tenancy visits

Our customers and communities are at the heart of everything we do. To help us keep in touch with residents, we have a tenancy visit programme that started in June.

The tenancy visits will be a great opportunity for your neighbourhood officer to meet you face to face and find out what matters to you. They will also give you the chance to find out more about our services and how you can become involved with Thirteen.

The information we gather from these visits will help in future plans to tailor our services to suit you. Visits to homes will also help us to update our tenancy information, including details like who lives in the property, contact details and next of kin details.

It's important that this information is kept up-to-date as it can impact on tenants' lives in a number of ways, for example when it comes to benefit changes, over-crowded properties and under occupation of homes.

Neighbourhood walkabouts

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

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 |
|---|------|------------------------------------|--------------|
| Washington, Gateshead, Newcastle, Shiremoor, Sunderland | N/A | Contact Helen Wainwright to attend | 14 Sept 2017 |

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 Helen using the details below.

Tackling fly tipping

We are experiencing growing problems with fly tipping across our estates. This causes frustration for residents and costs Thirteen money to remove.

Fly tipping is the illegal dumping of waste ranging from bin bags of household waste to large quantities of furniture and building or garden waste.

If you need any advice on how to dispose of unwanted items, please contact Thirteen or the local council to find a way to remove items responsibly.

Anti-social behaviour action

We have received several calls recently to report cases of anti-social behaviour in the Hendon, Fencehouses and Scotswood areas.

We work with residents to help tackle ASB issues, but when our advice is not followed, we sometimes need to take enforcement or legal action to minimise the risk of harm.

Thankfully, this kind of action is rare as most issues are resolved by working with our partners including the police, local council and support groups. If you know of any ASB issues, please get in touch using the details below.

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 Helen Wainwright at:

email: helen.wainwright@thirteengroup.co.uk

tel: **0300 111 1000** or **01642 947 946**

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