

# Your neighbourhood

## Safety in the home

On 13 April, a family in Seaton Carew were victims of an arson attack. The family lost many of their household possessions, but thankfully, no one was hurt.

If you have any information that could help Cleveland Police with their enquiries, please call 101. All information will be treated confidentially.

House fires remain a significant threat to homes and businesses and can cause extreme damage to property or

even worse, loss of life.

Take steps to prevent a fire starting in or outside your home by making sure there isn't a build-up of rubbish in your garden or home and don't leave flammable substances next to your property or in any outbuildings.

Regularly check your fire alarms are working correctly and if not ring the repair line, report on the self-service portal or contact your housing officer.

## Neighbourhood walkabouts

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

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
Jutland Road	10am	Outside Jutland Shops	15 Aug 2017 7 Nov 2017
Seaton Carew	9.30am	Endeavour Close	18 Aug 2017
Seaton Carew	9.30am	Endeavour Close	10 Nov 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 Louise using the details below.

## Keeping you gas safe

Each year, Thirteen must visit every customer's home to carry out a safety check on appliances such as gas fires and heating systems.

Checks are carried out free of charge for all customers, and by law, a check has to be done once a year. Faulty boilers can emit Carbon Monoxide, which can kill, and faulty appliances can cost more money to run, increasing fuel bills.

Customers receive an appointment letter every year, so please make sure you keep your appointment with our engineer. For more, visit [www.thirteengroup.co.uk/repairs](http://www.thirteengroup.co.uk/repairs).

## Investing in Seaton Carew

Homes in Seaton Carew will shortly benefit from an investment programme that will include:

**38 boilers**

**1 fireplace**

**16 positive vent replacements**

Before work starts, we will send you a letter explaining what work will be carried out and a date we will need access to your home. To prevent any delays if the date or time is inconvenient for you, please use the contact details on your letter to call us to re-arrange.

## 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 Louise at:

email: [louise.smith@thirteengroup.co.uk](mailto:louise.smith@thirteengroup.co.uk)

tel: **0300 111 1000** or **01642 947 222**

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

website: [www.thirteengroup.co.uk](http://www.thirteengroup.co.uk)

self-service: [www.thirteengroup.co.uk/SelfService](http://www.thirteengroup.co.uk/SelfService)