

# 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.

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

Tim Fuller and Helen Wainwright, the neighbourhood officers for your area, are regularly out and about in your neighbourhood. They carry 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
Greatham	10.45am	Saltaire Terrace	30 October 2017
Elwick & Dalton	2pm	Meeting at Martindale Close	9 August 2017
Hart & Clavering	10am	Bamburgh Court	19 September 2017
Elwick & Dalton	2pm	Meeting at Martindale Close	1 November 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 us using the details below.

## Walkabout results

The most recent neighbourhood walkabout was carried out in Greatham and was attended by local councillor Brenda Loynes. It was wonderful to see that the estate on the most part, was in excellent condition.

A couple of areas were identified for investment. The fence around The Green now needs to be replaced and the council have prepared a project to get it off the ground. The community centre was looking very attractive having been refurbished recently, also the gardens were immaculate with flower beds maintained by local volunteers.

## Car parking in our areas

When our estates were first designed, car ownership was far lower than today.

In most places cars now outnumber houses. So we'd like to remind residents to be respectful to others and that roadside parking is on a first-come-first-served basis.

Recently the block of garages on Saltaire Terrace was refurbished. After consulting with residents, we established that the garages were extremely important to them so the refurbishment work was carried out. For more about garages to rent in our area, contact us at 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:

email: [tim.fuller@thirteengroup.co.uk](mailto:tim.fuller@thirteengroup.co.uk)  
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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)