

# Your neighbourhood

## Did you know that you need contents insurance for your personal belongings?

As your landlord, we have buildings insurance on all of our properties in the event of fire, flood or other accidental damage. This insurance doesn't cover the contents of your home or your personal belongings, for example, damage to carpets, furniture, white goods, etc. This insurance also doesn't cover you against the theft of your belongings.

To protect your personal belongings and the contents of

your home you will need to arrange your own contents insurance cover. As a Thirteen tenant you are eligible to obtain insurance through the Simple scheme provided especially for housing association tenants. This cover is provided by Royal Sun Alliance and offers affordable home insurance with a range of payment schemes available. Please contact Angela for more information on 0300 111 1000.

## Neighbourhood walkabouts

Angela Crawford and Stephen Bushnall, the neighbourhood officer for your area, are regularly out and about in your neighbourhood. They carry out walkabouts on your estate, and you're welcome to join.

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
West View Lower	9am	Miers Avenue	24 Oct 2017
West View Upper (Bruce Crescent)	9am	Miers Avenue	7 Sept 2017 7 Dec 2017
West View Upper (Bruntoft Avenue)	TBC	Contact us to attend	5 Sept 2017 28 Nov 2017
West View Upper (Jones Road)	2pm	Miers Avenue	23 Aug 2017 22 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 your neighbourhood officer using the details below.

## Locked out of their homes

We've all had that sinking feeling when we arrive home and can't find our house key.

We are sympathetic to anyone in this situation, but unfortunately, we can't offer a free locksmith service as this would be very costly.

So, what should you do when you can't find your key? Calling out a locksmith to your home can be expensive, and you will usually need to pay in advance.

For customers who want the reassurance of dealing with people they know, Thirteen will provide this service at a competitive cost. We charge £50 to gain access and replace the lock, and a payment plan can be set up to spread the cost.

## Home improvements

This year, we plan to carry out £27m of improvements to homes in our estates.

In your area, this will include installing:

**159 boilers**

**69 fireplaces**

**5 heating distribution systems**

If your home is due to be upgraded, you'll receive a letter to tell you about the plans. This will include all the details that you'll need to prepare for the work.

## 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: [stephen.bushnall@thirteengroup.co.uk](mailto:stephen.bushnall@thirteengroup.co.uk);  
[angela.crawford@thirteengroup.co.uk](mailto:angela.crawford@thirteengroup.co.uk)

tel: **0300 111 1000; 01642 947 946; 01642 947 712**

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)