

Your neighbourhood

Working with residents to tackle car parking issues

Following a number of issues relating to parking in a private car park for residents at Zetland Mews, we agreed to mark the bays more clearly to indicate where the parking was.

The lines and colours used had to be in keeping with the listed status of the building and the local council offered advice on how to proceed. This simple solution will ensure that residents clearly know where to park their vehicles in future.

Our scheme at St Hilda's in Whitby has a car park with areas of shrub planting which have deteriorated over a number of years.

After speaking to residents, we have re-planted the shrub beds next to the car parks and the raised planters on the walls. We also carried out a general tidy-up to improve the overall condition of the area.

Neighbourhood walkabouts

Cheryl Connor, Kelly Worley, Ceri Gollogly and Victoria Prout - the neighbourhood officers for your area - are regularly out and about in your neighbourhood. They carry out walkabouts on your estate which you're welcome to join in with.

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

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

Area	Time	Meeting point	Dates
East Cleveland	10am	Southview car park	27 Sept 2017
East Cleveland	10am	Outside no 1 Wilkinson Street	11 Oct 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.

Home improvements

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

In your area, this will include installing:

1 window replacement

4 boilers

1 radiator replacement

23 bathrooms

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.

Ornamental archway

Residents told us that they had concerns about the safety and appearance of a gate and an ornamental archway at Gresley Court in Saltburn.

We listened to those concerns and have agreed to paint and repair them to help improve the local environment for residents.

If you spot any issues in your local area, please get in touch with your neighbourhood officer by using the contact details below.

Get in touch

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

email: cheryl.connor@thirteengroup.co.uk;

kelly.worley@thirteengroup.co.uk;

ceri.gollogly@thirteengroup.co.uk;

or victoria.prout@thirteengroup.co.uk

tel: **0300 111 1000; Cheryl 07824384434;**

Kelly 07772 599603; Ceri 07917212557;

Victoria 07788 566 901

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

website: www.thirteengroup.co.uk

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