

# Your neighbourhood

## Improving verges on Chippenham Road

We have been speaking to residents who had concerns about the grass verges on Chippenham Road.

There were issues with parking on the road and people were parking on the verges which led to them becoming rutted and the grass being very badly damaged. This could cause problems for people with mobility issues walking over

the verges and affected the appearance of the area.

To help tackle the issue, we worked with Middlesbrough Council to part-fund the replacement of the verge with hard standing. Residents have told us they are delighted with the outcome of the work which helps to improve the kerb appeal of the properties on the road.

## Neighbourhood walkabouts

Tabassum Hanif is the neighbourhood officer for your area. Tabassum is regularly out and about in your neighbourhood and she carries out walkabouts on estates which you're welcome to join in with.

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

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

Area	Time	Meeting point	Dates
Easterside Hub	2pm	Easterside Hub	2 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.

## Tackling anti-social behaviour

A resident in our area had been experiencing anti-social behaviour issues with people who had been gathering in the walkway at the side of their home.

The experience had been so distressing for the resident that moving home was being considered. A hedge and some shrubs were the only things dividing the property from the walkway, so we agreed to replace these with a six feet high fence to help secure and protect the property. We've heard from our customer who has been happy with the work that we've done.

## 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)

## 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: [tabassum.hanif@thirteengroup.co.uk](mailto:tabassum.hanif@thirteengroup.co.uk)

tel: **0300 111 1000** or **07772 617878**

Alternatively, visit the website for information about Thirteen or visit 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)