

# Your neighbourhood

## Tackling issues at Farndale Court

Our neighbourhood officers are always available to talk with residents about any issues regarding their home or the neighbourhood they live in.

During discussions with residents at Farndale Court, they told us that people were using the area as a short cut and were causing incidents of anti-social behaviour which was causing distress to tenants.

To help tackle the issue, we agreed to fit some new fencing around Farndale Court to prevent people from using the scheme as a pathway.

We have surveyed the site and measured for the fencing and we now need to be given permission from the council to install the new fence before we can proceed. We are waiting for these permissions before finishing the work.

## Neighbourhood walkabouts

Ceri Gollogly and Victoria Prout are the neighbourhood officers for your area. They're regularly out and about in your neighbourhood and they carry 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
	10am	St Chads Church	3 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 Ceri or Victoria using the details below.

## Support to stay

One of Thirteen's properties in the area was due to have work carried out to improve the building, however the work couldn't be completed because of the poor condition of the property.

We worked closely with the council to make improvements inside the home and to support the residents who had mental health issues and physical disabilities.

The property has been much improved which has allowed us to improve the heating system and install a new kitchen.

## Daniel Court security improvements

Thirteen's properties at Daniel Court had been experiencing some issues with anti-social behaviour, so we wanted to take action to improve security in the area.

To address the issue, we worked closely with the police and Barnados who can offer support to residents. We provided new metal fencing to secure the block and improved the lighting in the car park.

Thanks to this work and the excellent support from our partners, anti-social issues have now reduced and the residents feel more secure in their homes.

## 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: [ceri.gollogly@thirteengroup.co.uk](mailto:ceri.gollogly@thirteengroup.co.uk);  
or [victoria.prout@thirteengroup.co.uk](mailto:victoria.prout@thirteengroup.co.uk);

tel: **0300 111 1000** or **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](http://www.thirteengroup.co.uk)

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