

Your neighbourhood

Helping to tackle fly tipping

One of the biggest issues in neighbourhoods in East Middlesbrough is fly tipping.

Thirteen is committed to continually improving neighbourhoods for our customers and to create places where people want to live. However, fly tipping creates all sorts of issues and can make our areas unpleasant places to live. It's also an offence so we need your help to tackle the issue.

We work closely with partners to ensure that our streets and

neighbourhoods are maintained to a high standard. You can report fly tipping to Middlesbrough Council at:

tel: **01642 726001** or

web: **www.middlesbrough.gov.uk**

Alternatively, contact Thirteen on tel: **0300 111 1000**.

By working together, we can make Middlesbrough a cleaner, brighter place to live.

Neighbourhood walkabouts

Ros Alderson, the neighbourhood officer for your area, is regularly out and about in your neighbourhood. Ros also carries 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 are:

| Area | Time | Meeting point | Dates |
|---------------|------|---------------|-------------|
| North Ormesby | 10am | Market Square | 12 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 Ros using the details below.

Helping residents with money matters

As a landlord, we try to work with many organisations to help our residents with serious financial problems they might be facing.

We tailor support packages to people's individual needs and support them with any issues they may have. We worked with partners to support one particular customer to ensure she received all of her benefit entitlement. After receiving our support, she grew in confidence and was able to apply for, and secure a job with a charity who she had previously worked for.

Home improvements

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

In your area, this will include installing:

138 boilers

5 rewires

5 kitchens

3 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.

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 your neighbourhood officer Ros Alderson at:

email: **ros.alderson@thirteengroup.co.uk**

tel: **0300 111 1000 or 01642 947620**

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**