

Your neighbourhood

Investing in Rutland Court

Homes in Rutland Court are due to be upgraded with a range of investment work from Thirteen.

New kitchens and flooring are being installed on homes which will help provide residents with more up-to-date homes; we've heard that people who live there are very pleased to be receiving the updates!

We've also been working with Middlesbrough Council to

deal with an issue to replace an old lock to a bin store roller shutter with a combination key lock. This will help to ensure that the bins are emptied on time and that rubbish that has been fly tipped is removed.

We have cleared and cleaned the space where the bins are stored and this has helped to reduce any issues with vermin.

Neighbourhood walkabouts

Ceri Gollogly, Victoria Prout, Kay Horner and Tabassum Hanif 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
Town	10am	outside no. 1 rutland court	20/09/2017

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 back alley problems

Thirteen is working on a back alley scheme to improve and clean the alleys to Town properties.

Together with our partners including Middlesbrough Council, the police, fire brigade, local councilors, we are working to encourage residents to take ownership of issues such as fly tipping and dog fouling. We have worked to encourage 'alleyway champions' and have taken enforcement action and education initiative in the area. If you see any fly tipping in the area, please report it to the council.

Quick action at Stephenson House

Following a flood in older people's accommodation at Stephenson House which caused damage to a number of flats, Thirteen officers were on-site immediately to help residents.

We quickly moved some residents to other rooms and sheltered schemes to ensure their care wasn't adversely affected. We also helped to move furniture to avoid damage, delivered food and took belongings to residents in their new temporary accommodation.

We also worked hard to fix any damage with de-humidifiers to take the moisture out of the flats and made arrangements for redecoration.

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: Kay.Horner@thirteengroup.co.uk;

Ceri.Gollogly@thirteengroup.co.uk;

Victoria.Prout@thirteengroup.co.uk;

or Tabassum.Hanif@thirteengroup.co.uk

tel: **0300 111 1000**; Kay **07876 137 316**; Ceri **07917 212 557**;
Victoria 07788 566 901; Tabassum **07772 617 878**.

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