

Your neighbourhood

Home visits and property inspections

We've started to carry out home visits and property inspections. These visits are a chance for you to receive advice and ask us questions on rent arrears, property and garden conditions and all tenancy matters.

Your neighbourhood officer Gemma Williamson can arrange any further support or refer you to specialist advice that you

might need.

During the visit we will ask you for up to date household information and register you for our new self-service portal. If you receive an appointment letter or phone call to arrange a visit, it is important that you are available as the visit is a condition of your tenancy.

Neighbourhood walkabouts

Gemma Williamson is the neighbourhood officer for your area. She is regularly out and about in your neighbourhood and carrying 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
Anson / Hudson	10.30am	Anson Foyer	5 October 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.

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

Tool lending scheme

Summer time is here and with this comes increased garden maintenance. We can help you with our tool-lending scheme, which is available for all our customers. For a refundable £5 deposit, you can hire a lawn mower and strimmer. If you're interested please contact your neighbourhood officer on 0300 111 1000.

If you're struggling to maintain your garden, we also have a garden scheme for a monthly fee, we will ensure your garden is cut by us regularly. To find out if you are eligible for this please contact 0300 111 1000.

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: gemma.williamson@thirteengroup.co.uk

tel: **0300 111 1000** or **07876137331**

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